

MAR 31 2005



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48500 7590 01/28/2005

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| | |
|-------------------|--------------------|
| Amy S. Duarre | (Depositor's name) |
| <i>Amy Duarre</i> | (Signature) |
| March 31, 2005 | (Date) |

| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
| 09/492,114 | 01/27/2000 | Roy A. Jensen | 4366-10 | 9459 |

TITLE OF INVENTION: CALL MANAGEMENT SYSTEM USING DYNAMIC QUEUE POSITION

| APPLN. TYPE | SMALL ENTITY | ISSUE FEE | PUBLICATION FEE | TOTAL FEE(S) DUE | DATE DUE |
|----------------|--------------|-----------|-----------------|------------------|------------|
| nonprovisional | NO | \$70 | \$0 | \$70 | 04/28/2005 |

| EXAMINER | ART UNIT | CLASS-SUBCLASS |
|---------------------|----------|----------------|
| DEANE JR, WILLIAM J | 2642 | 379-266000 |

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

 Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached. "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

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Sheridan Ross P.C.

2 _____

3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

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(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Avaya Technology Corp.

01 FC:1501

1400.00 DA

Basking Ridge, NJ 07001 FC:8001

3.00 DA

Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

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 Issue Fee A check in the amount of the fee(s) is enclosed. Publication Fee (No small entity discount permitted) Payment by credit card. Form PTO-2038 is attached. Advance Order - # of Copies 1 The Director is hereby authorized to charge the required fee(s), or credit any overpayment, to Deposit Account Number 50-1602 (enclose an extra copy of this form).

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 a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

The Director of the USPTO is requested to apply the Issue Fee and Publication Fee (if any) or to re-apply any previously paid issue fee to the application identified above.

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Authorized Signature

Douglas W. Swartz

Date March 31, 2005

Typed or printed name

Douglas W. Swartz

Registration No. 37,739

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